



## **4 FOOD PACKAGE/FI ISSUANCE**

*Effective: 3/1/98*

### **4.37 Reissuance and Additional Food Instruments**

*Revised: 8/1/06*

**POLICY:** WIC and FMNP food instruments (FIs) may be reissued and additional FIs may be issued under certain circumstances. FIs may be reissued if, for example, a package is no longer appropriate or useable. Additional FIs are given when a participant needs additional food than originally issued, provided it does not exceed the guaranteed maximum. Note: Lost or Stolen FIs are addressed in Policy 4.41.

#### **PROCEDURE:**

##### **A. REASONS ALLOWED FOR REISSUANCE OF WIC AND FMNP FOOD INSTRUMENTS (FI)**

FIs are reissued through the ROSIE Reissue FI tab. When reissuing, the corresponding FI is voided (except for out-of-state transfer replacements).

1. Food Instrument Not Useable (for both WIC and FMNP)
  - a) The FI is torn, unreadable, or destroyed (i.e., went through the laundry, damaged in printer, burned, dog ate it). The project should see at least part of the damaged FI before replacing.
  - b) Error made at the time of issuance: the wrong prescription was issued, message unreadable.
  - c) FMNP FI(s) may not be replaced after the end of the season (as determined by the State WIC Office).
2. The WIC FI is returned because the prescription is no longer appropriate (e.g., change in formula). This may occur more often with tri-monthly issuance, as three monthly benefits are issued, and a change in status occurs before the three monthly benefits are used.
3. Food instrument(s) from another state should be reissued for an equivalent amount, and tailored according to the next assigned pick-up day.
4. Personal or Mass Disaster: See Policy 4.45, WIC Benefits During a Disaster.

##### **B. ADDITIONAL WIC FOOD INSTRUMENTS**

Additional Food Instruments are issued through ROSIE, Print FI Tab, by checking the “Allow Additional FIs” box and selecting the appropriate “Additional FI Reason”.



1. A participant redeemed their formula FIs and needs a different formula. The formula cans are returned to the project and FIs are issued for additional formula.
2. A breastfeeding infant was issued a partial formula prescription and now needs additional formula.
3. A pregnant woman, who has received her FIs for the month, gives birth and requests the enhanced breastfeeding foods before going through the breastfeeding certification.
4. A foster child moves to a new family. The previous foster family already redeemed the FIs for the child and did not send the food with the child to the new family. An additional package should be issued.

**C. UNALLOWABLE CIRCUMSTANCES**

Food instruments may not be replaced

1. A participant returns WIC FIs and requests a change in food due to preferences. Make the appropriate change at the next issuance.
2. In-state Transfer. A new WIC ID card should be issued, but the WIC and FMNP FIs may not be voided and reissued with FIs from the new project.
3. A participant accidentally uses the wrong month's WIC FIs, and requests that they be replaced.
4. Lost or stolen FMNP FIs never replaced. The FMNP food instruments are of modest value per family and the participants will have their WIC foods available to them.